Printed by EAST

UserID: TDixon

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Date: 06/27/2000

Time: 08:16

Search notes 09/370,663

— filed 8/6/99

priority 5/16/94

or 8/6/92

WEST

Freeform Search

Database: US Patents Full-Text Database
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Term: ((seller or vendor) near3 ((questionaire or survey or interaction) near3 (client or customer or user)))

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Display: 20 **Documents in Display Format:** CIT **Starting with Number** 1

Generate: (•) Hit List () Hit Count () Image

6/27/00

Search | Clear | Help | Logout | Interrupt

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Search History

Today's Date: 6/27/2000

DB Name	Query	Hit Count	Set Name

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Generate Collection

Search Results - Record(s) 1 through 10 of 10 returned.

☐ 1. Document ID: US 5999908 A

L1: Entry 1 of 10 File: USPT Dec 7, 1999

DOCUMENT-IDENTIFIER: US 5999908 A
TITLE: Customer-based product design module

DEPR:
In brief, either the Customer or the Vendor initiates the interaction 282. A menu is displayed 284 with the interactive services feature and/or the transaction feature as choices 284. When the Customer selects either of these choices the appropriate Customer Design Instrument (CDI) is read 284 (of which a wide variety may be stored in Memory 158, with access to them by means of further selection such as by a sub-menu). The CB-PD Module then displays the first Customer Probe (CP) from that interaction 294, reads the Customer input 296 and writes the input as a record 304. After the Customer completes the interaction 306 a thank you message is displayed 308. By pressing a "transmit" function 312, perhaps one with a "special transmission" code or phone number, this data is immediately sent 336 to the Vendor's computer. There, the special transmission code enables the message to be routed 336 to the Vendor's customer support staff via its internal E-mail system. They can be notified of this new Help Request by the E-mail system. There, the appropriate Vendor employee may use the information from this Customer Directed Product (CDP) to respond appropriately and rapidly to their Customer's requests. The net result is the Vendor extends their ability to provide services and sales to their Customers right into its products, and provides the means for its Customers to obtain services and to conduct transactions as one of their product's internal features.

DEPR:
Turning to FIG. 26, a Customer Design System (CDS) is recursive and capable of meta-levels of operation. This figure shows one of the types of recursiveness possible, for the protection of customer privacy and market integrity. At this meta-level of operation, just as a Customer Design System (CDS) provides feedback on a product 932, the invention may also provide feedback on itself 930. Customers may employ the CB-PD Module in a product 932 whether during a Vendor Initiated Interaction (VII), a Customer Initiated Interaction (CII), by various means including accessing its user controls 882 in FIG. 24, etc. to report problems and concerns with how their privacy or confidentiality may be misused or abused.

DEPR:
For example, in the embodiment in FIG. 3, the facsimile machine 70, can demonstrate how a centrally located CB-PD Module might interact with many individual products and customers that are in many distant locations. The preferred embodiment that was taught included the microprocessor/ROM memory 186 and memory 198 inside the facsimile machine 70. The CB-PD Module was located inside the product; it controlled the entire Development Interaction (DI) with the Customer locally and then connected to the Vendor's computer to transmit the resulting data. As an alternative, a custom microprocessor 186 in FIG. 7 may perform only the hard-wired functions of triggering the Development Interaction (DI) at certain events and, after obtaining the Customer's participation, connects the Customer Designed Product (CDP) 70 to the Vendor's computer. In this configuration, the digital-analog converter 194 and the analog-digital converter 196 would be located within the Vendor's computer and the Customer Designed Product 70 would not contain a modem 204. The Customer would conduct the Development Interaction (DI) 284 in FIG. 10 by means of voice spoken through the facsimile machine's handset 74, 78 which is then

voice spoken through the facsimile machine's handset 74, 78 which is then transmitted via a telephone line directly to a CB-PD Module located in the Vendor's computer. That centrally located Module would conduct the Development Interaction (DI) 294-308 inclusive and record the Aggregate Customer Desires (ACD) 304 directly in the ACD database within the Vendor's computer.

☐ 2. Document ID: US 5757907 A

L1: Entry 2 of 10 File: USPT May 26, 1998

DOCUMENT-IDENTIFIER: US 5757907 A
TITLE: Method and apparatus for enabling trial period use of software products: method and apparatus for generating a machine-dependent identification

DRPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention;

DEPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention. The flow begins at software block 231, and continues at step 233, wherein computer-accessible memory media are distributed to users for a try-and-buy trial interval. Then, in accordance with step 235, the file management program is loaded from the computer-accessible memory media onto a user-controlled data processing system for execution. The file management program includes a plurality of interface screens which facilitate interaction between the vendor and the customer, which and which set forth the options available to the customer. Thus, in accordance with step 237, the file management program allows browsing and displays appropriate user interfaces. Next, in accordance with step 239, the customer and the vendor interact, typically over the telephone or electronic mail, to allow the vendor to gather information about the customer and to distribute a temporary key which allows access to one or more software products which are contained on the computer-accessible memory media for a predefined trial interval. Typically, the interval will be defined by an internal clock, or by a counter which keeps track of the number of sessions the potential purchaser has with a particular software product or products. Step 241 represents the allowance of the trial interval use. Then, in accordance with software block 243, the file management program monitors and oversees all input and output calls in the data processing system to prevent unauthorized use of the encrypted software products contained on the computer-accessible memory media. In the preferred embodiment of the present invention, the file management program monitors for calls to encrypted files, and then determines whether access should be allowed or denied before the file is passed for further processing. The customer can assess the software product and determine whether he or she desires to purchase it. If a decision is made to purchase the product, the customer must interact once again with the vendor, and the vendor must deliver to the customer a permanent key, as is set forth in step 245. The process ends when the customer receives the permanent key, decrypts the one or more software products that he or she has purchased, and is then allowed ordinary and unrestricted access to the software products.

DEPR:
FIGS. 8, 9, 10a, and 10b depict user interface screens which facilitate trial period operations in accordance with the present invention. FIG. 8 depicts an order form user interface 249 which is displayed when the customer selects a "view order" option from another window. The order form user interface 249 includes a title bar 251 which identifies the software vendor and provides a telephone number to facilitate interaction between the potential customer and the vendor. An order form field 255 is provided which identifies one or more

software products which may be examined during a trial interval period of operation. A plurality of subfields are provided including quantity subfield 259, item subfield 257, description subfield 260, and price subfield 253. Delete button 261 allows the potential customer to delete items from the order form field. Subtotal field 263 provides a subtotal of the prices for the ordered software. Payment method icons 265 identify the acceptable forms of payment. Of course, a potential user may utilize the telephone number to directly contact the vendor and purchase one or more software products; alternatively, the user may select one or more software products for a trial period mode of operation, during which a software product is examined to determine its adequacy. A plurality of function icons 267 are provided at the lowermost portion of order form interface 249. These include a close icon, fax icon, mail icon, print icon, unlock icon, and help icon. The user may utilize a graphical pointing device in a conventional point-and-click operation to select one or more of these operations. The fax icon facilitates interaction with the vendor utilizing a facsimile machine or facsimile board. The print icon allows the user to generate a paper archival copy of the interaction with the software vendor.

DEPR:
The customer, the computer-accessible memory media, and the computer system utilized by the customer are identified by media identification 269, customer identification 273, and machine identification 271. The media identification is assigned to the computer-accessible memory media prior to shipping to the potential customer. It is fixed, and cannot be altered. The customer identification 273 is derived from interaction between the potential customer and the vendor. Preferably, the customer provides answers to selected questions in a telephone dialogue, and the vendor supplies a customer identification 273, which is unique to the particular customer. The machine identification 271 is automatically derived utilizing the file management program which is resident on the computer-accessible memory media, and which is unique to the particular data processing system being utilized by the potential customer. The potential customer will provide the machine identification to the vendor, typically through telephone interaction, although fax interaction and regular mail interaction is also possible.

DEPR:
FIGS. 10a and 10b depict unlock dialog interface screens 301, 303. The user utilizes a graphical pointing device to select one or more items which are identified by the content item number field 307 and description field 309 which are components of unlock list 305. The interface further includes customer ID field 313 and machine ID field 315. Preferably, the vendor provides the customer identification to the customer in an interaction via phone, fax, or mail. Preferably, the customer provides to the vendor the machine identification within machine identification field 315 during interaction via phone, fax, or mail. Once the information is exchanged, along with an identification of the products which are requested for a trial interval period of operation, a temporary access key is provided which is located within key field 311. The key will serve to temporarily unlock the products identified and selected by the customer. Close button 319, save button 317, and help button 321 are also provided in this interface screen to facilitate user interaction.

☐ 3. Document ID: US 5757908 A

L1: Entry 3 of 10 File: USPT May 26, 1998

DOCUMENT-IDENTIFIER: US 5757908 A
TITLE: Method and apparatus for enabling trial period use of software products: method and apparatus for utilizing an encryption header

DRPR:

FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention;

DEPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention. The flow begins at software block 231, and continues at step 233, wherein computer-accessible memory media are distributed to users for a try-and-buy trial interval. Then, in accordance with step 235, the file management program is loaded from the computer-accessible memory media onto a user-controlled data processing system for execution. The file management program includes a plurality of interface screens which facilitate interaction between the vendor and the customer, which and which set forth the options available to the customer. Thus, in accordance with step 237, the file management program allows browsing and displays appropriate user interfaces. Next, in accordance with step 239, the customer and the vendor interact, typically over the telephone or electronic mail, to allow the vendor to gather information about the customer and to distribute a temporary key which allows access to one or more software products which are contained on the computer-accessible memory media for a predefined trial interval. Typically, the interval will be defined by an internal clock, or by a counter which keeps track of the number of sessions the potential purchaser has with a particular software product or products. Step 241 represents the allowance of the trial interval use. Then, in accordance with software block 243, the file management program monitors and oversees all input and output calls in the data processing system to prevent unauthorized use of the encrypted software products contained on the computer-accessible memory media. In the preferred embodiment of the present invention, the file management program monitors for calls to encrypted files, and then determines whether access should be allowed or denied before the file is passed for further processing. The customer can assess the software product and determine whether he or she desires to purchase it. If a decision is made to purchase the product, the customer must interact once again with the vendor, and the vendor must deliver to the customer a permanent key, as is set forth in step 245. The process ends when the customer receives the permanent key, decrypts the one or more software products that he or she has purchased, and is then allowed ordinary and unrestricted access to the software products.

DEPR:
FIGS. 8, 9, 10a, and 10b depict user interface screens which facilitate trial period operations in accordance with the present invention. FIG. 8 depicts an order form user interface 249 which is displayed when the customer selects a "view order" option from another window. The order form user interface 249 includes a title bar 251 which identifies the software vendor and provides a telephone number to facilitate interaction between the potential customer and the vendor. An order form field 255 is provided which identifies one or more software products which may be examined during a trial interval period of operation. A plurality of subfields are provided including quantity subfield 259, item subfield 257, description subfield 260, and price subfield 253. Delete button 261 allows the potential customer to delete items from the order form field. Subtotal field 263 provides a subtotal of the prices for the ordered software. Payment method icons 265 identify the acceptable forms of payment. Of course, a potential user may utilize the telephone number to directly contact the vendor and purchase one or more software products; alternatively, the user may select one or more software products for a trial period mode of operation, during which a software product is examined to determine its adequacy. A plurality of function icons 267 are provided at the lowermost portion of order form interface 249. These include a close icon, fax icon, mail icon, print icon, unlock icon, and help icon. The user may utilize a graphical pointing device in a conventional point-and-click operation to select one or more of these operations. The fax icon facilitates interaction with the vendor utilizing a facsimile machine or facsimile board. The print icon allows the user to generate a paper archival copy of the interaction with the software vendor.

DEPR:
The customer, the computer-accessible memory media, and the computer system utilized by the customer are identified by media identification 269, customer identification 273, and machine identification 271. The media identification

is assigned to the computer-accessible memory media prior to shipping to the potential customer. It is fixed, and cannot be altered. The customer identification 273 is derived from interaction between the potential customer and the vendor. Preferably, the customer provides answers to selected questions in a telephone dialogue, and the vendor supplies a customer identification 273, which is unique to the particular customer. The machine identification 271 is automatically derived utilizing the file management program which is resident on the computer-accessible memory media, and which is unique to the particular data processing system being utilized by the potential customer. The potential customer will provide the machine identification to the vendor, typically through telephone interaction, although fax interaction and regular mail interaction is also possible.

DEPR:
FIGS. 10a and 10b depict unlock dialog interface screens 301, 303. The user utilizes a graphical pointing device to select one or more items which are identified by the content item number field 307 and description field 309 which are components of unlock list 305. The interface further includes customer ID field 313 and machine ID field 315. Preferably, the vendor provides the customer identification to the customer in an interaction via phone, fax, or mail. Preferably, the customer provides to the vendor the machine identification within machine identification field 315 during interaction via phone, fax, or mail. Once the information is exchanged, along with an identification of the products which are requested for a trial interval period of operation, a temporary access key is provided which is located within key field 311. The key will serve to temporarily unlock the products identified and selected by the customer. Close button 319, save button 317, and help button 321 are also provided in this interface screen to facilitate user interaction.

☐ 4. Document ID: US 5737416 A

L1: Entry 4 of 10 File: USPT Apr 7, 1998

DOCUMENT-IDENTIFIER: US 5737416 A
TITLE: Method and apparatus for enabling trial period use of software products: method and apparatus for utilizing a decryption stub

DRPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention;

DEPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention. The flow begins at software block 231, and continues at step 233, wherein computer-accessible memory media are distributed to users for a try-and-buy trial interval. Then, in accordance with step 235, the file management program is loaded from the computer-accessible memory media onto a user-controlled data processing system for execution. The file management program includes a plurality of interface screens which facilitate interaction between the vendor and the customer, which and which set forth the options available to the customer. Thus, in accordance with step 237, the file management program allows browsing and displays appropriate user interfaces. Next, in accordance with step 239, the customer and the vendor interact, typically over the telephone or electronic mail, to allow the vendor to gather information about the customer and to distribute a temporary key which allows access to one or more software products which are contained on the computer-accessible memory media for a predefined trial interval. Typically, the interval will be defined by an internal clock, or by a counter which keeps track of the number of sessions the potential purchaser has with a particular software product or products. Step 241 represents the allowance of the trial interval use. Then, in

accordance with software block 243, the file management program monitors and oversees all input and output calls in the data processing system to prevent unauthorized use of the encrypted software products contained on the computer-accessible memory media. In the preferred embodiment of the present invention, the file management program monitors for calls to encrypted files, and then determines whether access should be allowed or denied before the file is passed for further processing. The customer can assess the software product and determine whether he or she desires to purchase it. If a decision is made to purchase the product, the customer must interact once again with the vendor, and the vendor must deliver to the customer a permanent key, as is set forth in step 245. The process ends when the customer receives the permanent key, decrypts the one or more software products that he or she has purchased, and is then allowed ordinary and unrestricted access to the software products.

DEPR:
FIGS. 8, 9, 10a, and 10b depict user interface screens which facilitate trial period operations in accordance with the present invention. FIG. 8 depicts an order form user interface 249 which is displayed when the customer selects a "view order" option from another window. The order form user interface 249 includes a title bar 251 which identifies the software vendor and provides a telephone number to facilitate interaction between the potential customer and the vendor. An order form field 255 is provided which identifies one or more software products which may be examined during a trial interval period of operation. A plurality of subfields are provided including quantity subfield 259, item subfield 257, description subfield 260, and price subfield 253. Delete button 261 allows the potential customer to delete items from the order form field. Subtotal field 263 provides a subtotal of the prices for the ordered software. Payment method icons 265 identify the acceptable forms of payment. Of course, a potential user may utilize the telephone number to directly contact the vendor and purchase one or more software products; alternatively, the user may select one or more software products for a trial period mode of operation, during which a software product is examined to determine its adequacy. A plurality of function icons 267 are provided at the lowermost portion of order form interface 249. These include a close icon, fax icon, mail icon, print icon, unlock icon, and help icon. The user may utilize a graphical pointing device in a conventional point-and-click operation to select one or more of these operations. The fax icon facilitates interaction with the vendor utilizing a facsimile machine or facsimile board. The print icon allows the user to generate a paper archival copy of the interaction with the software vendor.

DEPR:
The customer, the computer-accessible memory media, and the computer system utilized by the customer are identified by media identification 269, customer identification 273, and machine identification 271. The media identification is assigned to the computer-accessible memory media prior to shipping to the potential customer. It is fixed, and cannot be altered. The customer identification 273 is derived from interaction between the potential customer and the vendor. Preferably, the customer provides answers to selected questions in a telephone dialogue, and the vendor supplies a customer identification 273, which is unique to the particular customer. The machine identification 271 is automatically derived utilizing the file management program which is resident on the computer-accessible memory media, and which is unique to the particular data processing system being utilized by the potential customer. The potential customer will provide the machine identification to the vendor, typically through telephone interaction, although fax interaction and regular mail interaction is also possible.

DEPR:
FIGS. 10a and 10b depict unlock dialog interface screens 301, 303. The user utilizes a graphical pointing device to select one or more items which are identified by the content item number field 307 and description field 309 which are components of unlock list 305. The interface further includes customer ID field 313 and machine ID field 315. Preferably, the vendor provides the customer identification to the customer in an interaction via phone, fax, or mail. Preferably, the customer provides to the vendor the machine identification within machine identification field 315 during interaction via phone, fax, or mail. Once the information is exchanged, along

with an identification of the products which are requested for a trial interval period of operation, a temporary access key is provided which is located within key field 311. The key will serve to temporarily unlock the products identified and selected by the customer. Close button 319, save button 317, and help button 321 are also provided in this interface screen to facilitate user interaction.

Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | KWIC | Draw Desc | Image

☐ 5. Document ID: US 5734890 A

L1: Entry 5 of 10 File: USPT Mar 31, 1998

DOCUMENT-IDENTIFIER: US 5734890 A
TITLE: System and method for analyzing procurement decisions and customer satisfaction

BSPR:
As is known in the statistical arts, it may be determined whether the difference in two rating scores for a given criterion are statistically significant for a given confidence level. The earlier EMAP database further helps convey survey results to a user by displaying a vendor's score using a solid mark (40 or 50) where the difference between rating scores is statistically significant. A hollow mark (80 and 90) is used where the difference in vendor rating scores is not statistically significant. The user may select from several confidence levels in the earlier EMAP database.

Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | KWIC | Draw Desc | Image

☐ 6. Document ID: US 5689560 A

L1: Entry 6 of 10 File: USPT Nov 18, 1997

DOCUMENT-IDENTIFIER: US 5689560 A
TITLE: Method and apparatus for enabling trial period use of software products: method and apparatus for allowing a try-and-buy user interaction

DRPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention;

DEPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention. The flow begins at software block 231, and continues at step 233, wherein computer-accessible memory media are distributed to users for a try-and-buy trial interval. Then, in accordance with step 235, the file management program is loaded from the computer-accessible memory media onto a user-controlled data processing system for execution. The file management program includes a plurality of interface screens which facilitate interaction between the vendor and the customer, which and which set forth the options available to the customer. Thus, in accordance with step 237, the file management program allows browsing and displays appropriate user interfaces. Next, in accordance with step 239, the customer and the vendor interact, typically over the telephone or electronic mail, to allow the vendor to gather information about the customer and to distribute a temporary key which allows access to one or more software products which are contained on the computer-accessible memory media for a predefined trial interval. Typically, the interval will be defined by an

internal clock, or by a counter which keeps track of the number of sessions the potential purchaser has with a particular software product or products. Step 241 represents the allowance of the trial interval use. Then, in accordance with software block 243, the file management program monitors and oversees all input and output calls in the data processing system to prevent unauthorized use of the encrypted software products contained on the computer-accessible memory media. In the preferred embodiment of the present invention, the file management program monitors for calls to encrypted files, and then determines whether access should be allowed or denied before the file is passed for further processing. The customer can assess the software product and determine whether he or she desires to purchase it. If a decision is made to purchase the product, the customer must interact once again with the vendor, and the vendor must deliver to the customer a permanent key, as is set forth in step 245. The process ends when the customer receives the permanent key, decrypts the one or more software products that he or she has purchased, and is then allowed ordinary and unrestricted access to the software products.

DEPR:
FIGS. 8, 9, 10a, and 10b depict user interface screens which facilitate trial period operations in accordance with the present invention. FIG. 8 depicts an order form user interface 249 which is displayed when the customer selects a "view order" option from another window. The order form user interface 249 includes a title bar 251 which identifies the software vendor and provides a telephone number to facilitate interaction between the potential customer and the vendor. An order form field 255 is provided which identifies one or more software products which may be examined during a trial interval period of operation. A plurality of subfields are provided including quantity subfield 259, item subfield 257, description subfield 260, and price subfield 253. Delete button 261 allows the potential customer to delete items from the order form field. Subtotal field 263 provides a subtotal of the prices for the ordered software. Payment method icons 265 identify the acceptable forms of payment. Of course, a potential user may utilize the telephone number to directly contact the vendor and purchase one or more software products; alternatively, the user may select one or more software products for a trial period mode of operation, during which a software product is examined to determine its adequacy. A plurality of function icons 267 are provided at the lowermost portion of order form interface 249. These include a close icon, fax icon, mail icon, print icon, unlock icon, and help icon. The user may utilize a graphical pointing device in a conventional point-and-click operation to select one or more of these operations. The fax icon facilitates interaction with the vendor utilizing a facsimile machine or facsimile board. The print icon allows the user to generate a paper archival copy of the interaction with the software vendor.

DEPR:
The customer, the computer-accessible memory media, and the computer system utilized by the customer are identified by media identification 269, customer identification 273, and machine identification 271. The media identification is assigned to the computer-accessible memory media prior to shipping to the potential customer. It is fixed, and cannot be altered. The customer identification 273 is derived from interaction between the potential customer and the vendor. Preferably, the customer provides answers to selected questions in a telephone dialogue, and the vendor supplies a customer identification 273, which is unique to the particular customer. The machine identification 271 is automatically derived utilizing the file management program which is resident on the computer-accessible memory media, and which is unique to the particular data processing system being utilized by the potential customer. The potential customer will provide the machine identification to the vendor, typically through telephone interaction, although fax interaction and regular mail interaction is also possible.

DEPR:
FIGS. 10a and 10b depict unlock dialog interface screens 301,303. The user utilizes a graphical pointing device to select one or more items which are identified by the content item number field 307 and description field 309 which are components of unlock list 305. The interface further includes customer ID field 313 and machine ID field 315. Preferably, the vendor provides the customer identification to the customer in an interaction via

phone, fax, or mail. Preferably, the customer provides to the vendor the machine identification within machine identification field 315 during interaction via phone, fax, or mail. Once the information is exchanged, along with an identification of the products which are requested for a trial interval period of operation, a temporary access key is provided which is located within key field 311. The key will serve to temporarily unlock the products identified and selected by the customer. Close button 319, save button 317, and help button 321 are also provided in this interface screen to facilitate user interaction.

Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | KWIC | Draw Desc | Image

☐ 7. Document ID: US 5638427 A

L1: Entry 7 of 10 File: USPT Jun 10, 1997

DOCUMENT-IDENTIFIER: US 5638427 A
TITLE: Operator-controlled interactive communication device

DEPR:
Through the above elements, the ease with which a service technician can communicate with the vendor's office is greatly enhanced. Further, the interaction between a customer and vendor is also greatly enhanced.

DEPR:
Again, it is to be appreciated that the above explanation simply provides one example of how a program stored in reprogrammable memory 34 may be used to assist the interaction between the customer and vendor. Numerous other options or parameters may be entered into reprogrammable memory 34 depending on the requirements of the particular installation. For instance, should trouble-shooting not be desired, it may be eliminated or preprogrammed messages correlating to function keys F1-F4 can be programmed with frequently sent messages. The programming flexibility of the device has been previously mentioned whereby the device 10 may be reprogrammed remotely or it may be programmed by a technician by a computer through the computer connector interface 18.

Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | KWIC | Draw Desc | Image

☐ 8. Document ID: US 5598470 A

L1: Entry 8 of 10 File: USPT Jan 28, 1997

DOCUMENT-IDENTIFIER: US 5598470 A
TITLE: Method and apparatus for enabling trial period use of software products: Method and apparatus for utilizing a decryption block

DRPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention;

DEPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention. The flow begins at software block 231, and continues at step 233, wherein computer-accessible memory media are distributed to users for a try-and-buy trial interval. Then, in accordance with step 235, the file management program is loaded from the computer-accessible memory media onto a user-controlled data processing system

for execution. The file management program includes a plurality of interface screens which facilitate interaction between the vendor and the customer, which and which set forth the options available to the customer. Thus, in accordance with step 237, the file management program allows browsing and displays appropriate user interfaces. Next, in accordance with step 239, the customer and the vendor interact, typically over the telephone or electronic mail, to allow the vendor to gather information about the customer and to distribute a temporary key which allows access to one or more software products which are contained on the computer-accessible memory media for a predefined trial interval. Typically, the interval will be defined by an internal clock, or by a counter which keeps track of the number of sessions the potential purchaser has with a particular software product or products. Step 241 represents the allowance of the trial interval use. Then, in accordance with software block 243, the file management program monitors and oversees all input and output calls in the data processing system to prevent unauthorized use of the encrypted software products contained on the computer-accessible memory media. In the preferred embodiment of the present invention, the file management program monitors for calls to encrypted files, and then determines whether access should be allowed or denied before the file is passed for further processing. The customer can assess the software product and determine whether he or she desires to purchase it. If a decision is made to purchase the product, the customer must interact once again with the vendor, and the vendor must deliver to the customer a permanent key, as is set forth in step 245. The process ends when the customer receives the permanent key, decrypts the one or more software products that he or she has purchased, and is then allowed ordinary and unrestricted access to the software products.

DEPR:
FIGS. 8, 9, 10a, and 10b depict user interface screens which facilitate trial period operations in accordance with the present invention. FIG. 8 depicts an order form user interface 249 which is displayed when the customer selects a "view order" option from another window. The order form user interface 249 includes a title bar 251 which identifies the software vendor and provides a telephone number to facilitate interaction between the potential customer and the vendor. An order form field 255 is provided which identifies one or more software products which may be examined during a trial interval period of operation. A plurality of subfields are provided including quantity subfield 259, item subfield 257, description subfield 260, and price subfield 253. Delete button 261 allows the potential customer to delete items from the order form field. Subtotal field 263 provides a subtotal of the prices for the ordered software. Payment method icons 265 identify the acceptable forms of payment. Of course, a potential user may utilize the telephone number to directly contact the vendor and purchase one or more software products; alternatively, the user may select one or more software products for a trial period mode of operation, during which a software product is examined to determine its adequacy. A plurality of function icons 267 are provided at the lowermost portion of order form interface 249. These include a close icon, fax icon, mail icon, print icon, unlock icon, and help icon. The user may utilize a graphical pointing device in a conventional point-and-click operation to select one or more of these operations. The fax icon facilitates interaction with the vendor utilizing a facsimile machine or facsimile board. The print icon allows the user to generate a paper archival copy of the interaction with the software vendor.

DEPR:
The customer, the computer-accessible memory media, and the computer system utilized by the customer are identified by media identification 269, customer identification 273, and machine identification 271. The media identification is assigned to the computer-accessible memory media prior to shipping to the potential customer. It is fixed, and cannot be altered. The customer identification 273 is derived from interaction between the potential customer and the vendor. Preferably, the customer provides answers to selected questions in a telephone dialogue, and the vendor supplies a customer identification 273, which is unique to the particular customer. The machine identification 271 is automatically derived utilizing the file management program which is resident on the computer-accessible memory media, and which is unique to the particular data processing system being utilized by the potential customer. The potential customer will provide the machine

identification to the vendor, typically through telephone interaction, although fax interaction and regular mail interaction is also possible.

DEPR:
FIGS. 10a and 10b depict unlock dialog interface screens 301, 303. The user utilizes a graphical pointing device to select one or more items which are identified by the content item number field 307 and description field 309 which are components of unlock list 305. The interface further includes customer ID field 313 and machine ID field 315. Preferably, the vendor provides the customer identification to the customer in an interaction via phone, fax, or mail. Preferably, the customer provides to the vendor the machine identification within machine identification field 315 during interaction via phone, fax, or mail. Once the information is exchanged, along with an identification of the products which are requested for a trial interval period of operation, a temporary access key is provided which is located within key field 311. The key will serve to temporarily unlock the products identified and selected by the customer. Close button 319, save button 317, and help button 321 are also provided in this interface screen to facilitate user interaction.

☐ 9. Document ID: US 5563946 A

L1: Entry 9 of 10 File: USPT Oct 8, 1996

DOCUMENT-IDENTIFIER: US 5563946 A
TITLE: Method and apparatus for enabling trial period use of software products: method and apparatus for passing encrypted files between data processing systems

DRPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention;

DEPR:
FIG. 7 is a flowchart representation of vendor and customer interaction in accordance with the present invention. The flow begins at software block 231, and continues at step 233, wherein computer-accessible memory media are distributed to users for a try-and-buy trial interval. Then, in accordance with step 235, the file management program is loaded from the computer-accessible memory media onto a user-controlled data processing system for execution. The file management program includes a plurality of interface screens which facilitate interaction between the vendor and the customer, which and which set forth the options available to the customer. Thus, in accordance with step 237, the file management program allows browsing and displays appropriate user interfaces. Next, in accordance with step 239, the customer and the vendor interact, typically over the telephone or electronic mail, to allow the vendor to gather information about the customer and to distribute a temporary key which allows access to one or more software products which are contained on the computer-accessible memory media for a predefined trial interval. Typically, the interval will be defined by an internal clock, or by a counter which keeps track of the number of sessions the potential purchaser has with a particular software product or products. Step 241 represents the allowance of the trial interval use. Then, in accordance with software block 243, the file management program monitors and oversees all input and output calls in the data processing system to prevent unauthorized use of the encrypted software products contained on the computer-accessible memory media. In the preferred embodiment of the present invention, the file management program monitors for calls to encrypted files, and then determines whether access should be allowed or denied before the file is passed for further processing. The customer can assess the software product and determine whether he or she desires to purchase it. If a decision is made to purchase the product, the customer must interact once again with the

vendor, and the vendor must deliver to the customer a permanent key, as is set forth in step 245. The process ends when the customer receives the permanent key, decrypts the one or more software products that he or she has purchased, and is then allowed ordinary and unrestricted access to the software products.

DEPR:
FIGS. 8, 9, 10a, and 10b depict user interface screens which facilitate trial period operations in accordance with the present invention. FIG. 8 depicts an order form user interface 249 which is displayed when the customer selects a "view order" option from another window. The order form user interface 249 includes a title bar 251 which identifies the software vendor and provides a telephone number to facilitate interaction between the potential customer and the vendor. An order form field 255 is provided which identifies one or more software products which may be examined during a trial interval period of operation. A plurality of subfields are provided including quantity subfield 259, item subfield 257, description subfield 260, and price subfield 253. Delete button 261 allows the potential customer to delete items from the order form field. Subtotal field 263 provides a subtotal of the prices for the ordered software. Payment method icons 265 identify the acceptable forms of payment. Of course, a potential user may utilize the telephone number to directly contact the vendor and purchase one or more software products; alternatively, the user may select one or more software products for a trial period mode of operation, during which a software product is examined to determine its adequacy. A plurality of function icons 267 are provided at the lowermost portion of order form interface 249. These include a close icon, fax icon, mail icon, print icon, unlock icon, and help icon. The user may utilize a graphical pointing device in a conventional point-and-click operation to select one or more of these operations. The fax icon facilitates interaction with the vendor utilizing a facsimile machine or facsimile board. The print icon allows the user to generate a paper archival copy of the interaction with the software vendor.

DEPR:
The customer, the computer-accessible memory media, and the computer system utilized by the customer are identified by media identification 269, customer identification 273, and machine identification 271. The media identification is assigned to the computer-accessible memory media prior to shipping to the potential customer. It is fixed, and cannot be altered. The customer identification 273 is derived from interaction between the potential customer and the vendor. Preferably, the customer provides answers to selected questions in a telephone dialogue, and the vendor supplies a customer identification 273, which is unique to the particular customer. The machine identification 271 is automatically derived utilizing the file management program which is resident on the computer-accessible memory media, and which is unique to the particular data processing system being utilized by the potential customer. The potential customer will provide the machine identification to the vendor, typically through telephone interaction, although fax interaction and regular mail interaction is also possible.

DEPR:
FIGS. 10a and 10b depict unlock dialog interface screens 301,303. The user utilizes a graphical pointing device to select one or more items which are identified by the content item number field 307 and description field 309 which are components of unlock list 305. The interface further includes customer ID field 313 and machine ID field 315. Preferably, the vendor provides the customer identification to the customer in an interaction via phone, fax, or mail. Preferably, the customer provides to the vendor the machine identification within machine identification field 315 during interaction via phone, fax, or mail. Once the information is exchanged, along with an identification of the products which are requested for a trial interval period of operation, a temporary access key is provided which is located within key field 311. The key will serve to temporarily unlock the products identified and selected by the customer. Close button 319, save button 317, and help button 321 are also provided in this interface screen to facilitate user interaction.

Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | KWIC | Draw Desc | Image

☐ 10. Document ID: US 5410326 A

L1: Entry 10 of 10 File: USPT Apr 25, 1995

DOCUMENT-IDENTIFIER: US 5410326 A
TITLE: Programmable remote control device for interacting with a plurality of remotely controlled devices

DEPR:
Where more interaction is needed between the customer and vendor, such as selecting size, quantity, delivery dates, deliver means, etc., an interactive protocol is set up between the remote control device via the bidirectional FM link and the telephone interface 25. This interface will permit the voice messaging data received from the embedded signal to be decoded in the telephone interface 25, and signalled back over the bidirectional communication link to the remote control device. The phonetic voice messaging will be audible to the user of the remote control device via the sound generator of FIG. 10.

Full | Title | Citation | Front | Review | Classification | Date | Reference | Claims | KWIC | Draw Desc | Image

Generate Collection

Terms	Documents
((seller or vendor) near3 ((questionaire or survey or interaction) near3 (client or customer or user)))	10

Display 20 Documents, starting with Document: 10

Display Format: KWIC Change Format

DIALOGWEB.

Guided Search | new search | favorites | settings | cost | logoff | help

Top :

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Search History

save as alert... | save strategy only...

Select	Set Searched for	In	Records
○	S1 (SELLER OR VENDOR)	All subject words	539826
○	S2 unique items	All subject words	4938
○	S3 (QUESTIONAIRE OR SURVEY OR INTERACTION OR HELP) Combined with set 2	All subject words	1340
○	S4 (CLIENT OR CUSTOMER OR USER) Combined with set 3	All subject words	764
◉	S5 (PRODUCT OR DEVICE OR COMMODITY) Combined with set 4	All subject words	603
○	S6 ((SELLER OR VENDER) NEAR3 (QUESTIONAIRE OR SURVEY OR INTERACTION OR HELP)) Combined with set 5	All subject words	0
○	S7 ((SELLER OR VENDOR) NEAR5 (QUESTIONAIRE OR SURVEY OR INTERACTION OR HELP)) Combined with set 5	All subject words	0
○	**S8** ((CLIENT OR CUSTOMER OR USER) NEAR5 (QUESTION? OR SURVEY OR INTERACT? OR HELP)) Combined with set 6	All subject words	0

See last 5 sets | show picklist...

Search Form

run saved strategy

Search for ((client or customer or user) near5

In All subject words

☑ Within selected search history set

clear | search >>

Database List





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Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: ***(PRODUCT OR DEVICE OR COMMODITY)***

Save as alert... | save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display / send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

select all none

Records 1-10 of 603 Next 10 **Price**

1. Nash Finch's New Outlook, June 19, 2000, Business & Industry(R) (File 9) $3.20
2. Transmission system visualisation and the bottom line, May 2000, Business & Industry(R) (File 9) $3.20
3. Asset Mgm't **Vendor** Expands Into E-Procurement, June 19, 2000, Business & Industry(R) (File 9) $3.20
4. EXCHANGES GO PRIVATE -- GIANTS KEEP SOME DEALS CLOSE TO VEST, June 19, 2000, Business & Industry(R) (File 9) $3.20
5. QuickLogic picks MIPS, PixelFusion opts for ARC, June 19, 2000, Business & Industry(R) (File 9) $3.20
6. Process transition, multicore design and shift to Rambus could determine th e winners -- Network processors race toward 10-gigabit goal, June 19, 2000, Business & Industry(R) (File 9) $3.20
7. Stayin' Alive, June 12, 2000, Business & Industry(R) (File 9) $3.20
8. Powertel Keeps It In-house, June 12, 2000, Business & Industry(R) (File 9) $3.20
9. HBC's Potential Untapped, June 2000, Business & Industry(R) (File 9) $3.20
10. USPS rolls out handheld data collection system, May 08, 2000, Business & Industry(R) (File 9) $3.20

select all none

Records 1-10 of 603 Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display / send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

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DIALOGWEB.

Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: *(PRODUCT OR DEVICE OR COMMODITY)* save as alert... save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

select all | none **Records 11-20 of 603** Previous 10 | Next 10 **Price**

11. WD to plant SageTree as a separate entity -- Subsidiary to refine disk-driv e maker's budding SCM solution, June 19, 2000, Business & Industry(R) (File 9) $3.20

12. Keys to the Kingdom -- As **customer** relations move to the Web, market lead er Siebel battles to keep its throne, June 12, 2000, Business & Industry(R) (File 9) $3.20

13. A Wish for Fish, June 12, 2000, Business & Industry(R) (File 9) $3.20

14. Business-to-business e-commerce is redefining distribution channels, May 2000, Business & Industry(R) (File 9) $3.20

15. UPSTARTS & START-UPS: EpicRealm Inc. -- Developer declares war on prolonged waiting times, June 12, 2000, Business & Industry(R) (File 9) $3.20

16. Barbed Wireless, June 05, 2000, Business & Industry(R) (File 9) $3.20

17. Take Off On Tech - Part 2 of 2, June 05, 2000, Business & Industry(R) (File 9) $3.20

18. Take Off On Tech - Part 1 of 2, June 05, 2000, Business & Industry(R) (File 9) $3.20

19. Web site takes the lead in delivering standards for tool interoperability - - EDA users rally for open source, June 12, 2000, Business & Industry(R) (File 9) $3.20

20. Dataquest halves EDA market growth forecast, June 12, 2000, Business & Industry(R) (File 9) $3.20

select all | none **Records 11-20 of 603** Previous 10 | Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

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Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: *(PRODUCT OR DEVICE OR COMMODITY)*

save as alert... | save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

select all | none

Records 21-30 of 603 Previous 10 | Next 10 **Price**

21. 5Nines NT Gets Faster, June 05, 2000, Business & Industry(R) (File 9) $3.20

22. Excess Access, March 2000, Business & Industry(R) (File 9) $3.20

23. Personal Portals Make Up A Whole New Woman -- Avon supplies Web tools to it s independent sales reps to strengthen **customer** bonds, June 12, 2000, Business & Industry(R) (File 9) $3.20

24. Janna Rolls Out Updated CRM Package -- ENTERPRISE SUITE 2001 WILL ALLOW BRO KERS AND CUSTOMERS TO COMMUNICATE MORE EASILY, June 12, 2000, Business & Industry(R) (File 9) $3.20

25. TopTier Update To Let Users Build Links To Custom Apps -- UPGRADED PORTAL W ILL **HELP** CREATE CONSOLIDATED VIEWS OF DATA FROM MULTIPLE SOURCES, June 12, 2000, Business & Industry(R) (File 9) $3.20

26. Reconstructing Oneself -- SAP Pieces together solutions for the New Economy as mySAP.com fails to mirror success of R/3's heyday, June 12, 2000, Business & Industry(R) (File 9) $3.20

27. Security Portal Aims To Deter Enterprise Breaches -- ESECURITYONLINE.COM FR OM ERNST & YOUNG HELPS COMPANIES FIND VULNERABILITIES, June 12, 2000, Business & Industry(R) (File 9) $3.20

28. Strategic moves boost UPS market, June 05, 2000, Business & Industry(R) (File 9) $3.20

29. New Marsh Service Keeps Ins. 'InMind', May 29, 2000, Business & Industry(R) (File 9) $3.20

30. The Rockford File, May 22, 2000, Business & Industry(R) (File 9) $3.20

select all | none

Records 21-30 of 603 Previous 10 | Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

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Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: *(PRODUCT OR DEVICE OR COMMODITY)* save as alert... save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display / send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

select all | none **Records 31-40 of 603** Previous 10 | Next 10 **Price**

☐ 31.	Wells-eBay Partnership Tackles Online Checks, June 09, 2000, Business & Industry(R) (File 9)	$3.20
☐ 32.	OR 199-02 Andale Broadens Auction Management Services, May 29, 2000, Business & Industry(R) (File 9)	$3.20
☐ 33.	Take It Back: Reverse Supply Chain Companies Meet Demand, June 05, 2000, Business & Industry(R) (File 9)	$3.20
☐ 34.	Cisco Melds Acquisitions into "Pure" Software Group, May 29, 2000, Business & Industry(R) (File 9)	$3.20
☐ 35.	Age Of Multiple Net-access Devices Is Coming - Report, June 06, 2000, Business & Industry(R) (File 9)	$3.20
☐ 36.	Tivoli And BMC Launch New Offerings For ASPs -- VENDORS ALSO ENHANCE STORAG E AND SAP MANAGEMENT CAPABILITIES, May 29, 2000, Business & Industry(R) (File 9)	$3.20
☐ 37.	Fleming Widens Door to Partners With New Portal, May 22, 2000, Business & Industry(R) (File 9)	$3.20
☐ 38.	Pivotal Buys Analytical **Vendor**, June 05, 2000, Business & Industry(R) (File 9)	$3.20
☐ 39.	Novell Reorganizes After Poor Second Quarter, May 29, 2000, Business & Industry(R) (File 9)	$3.20
☐ 40.	Services **Help** Overcome Import-Export Headaches -- NEXTLINX PARTNERS WITH CLICKLOGISTICS.COM TO TARGET MARKETPLACES AND EXCHANGES, May 29, 2000, Business & Industry(R) (File 9)	$3.20

select all | none **Records 31-40 of 603** Previous 10 | Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display / send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

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Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)
Records for: *(s2 near3 s3 near3 s4) and s5*
save as alert... | save strategy only...

Output | Format: Full Record | Output as: Browser | display / send
Modify | refine search | back to picklist
select all | none

Records 10 of 603 In full Format

10. **5/9/10 (Item 10 from file: 9)**
02832883 02466210 **(THIS IS THE FULLTEXT)**

USPS rolls out handheld data collection system

(By end-fiscal 2000 US Postal Service will introduce handheld, synchronized data collection units nationally that run Palm Inc (Santa Clara, CA) operating system)

Government Computer News , p 12
May 08, 2000
Document Type: Journal **ISSN:** 0738-4300 (United States)
Language: English **Record Type:** Fulltext
Word Count: 659

ABSTRACT:
By the end of fiscal 2000, the US Postal Service will equip its ramp clerks with handheld, synchronized data collection units, eliminating its paper-based system for monitoring air carriers' performance and tracking mail. The scanners will be housed in ruggedized handheld devices from Symbol Technologies Inc (Holtsville, NY) and will run an operating system from Palm Inc (Santa Clara, CA). Aether Software's (Vienna, VA) ScoutSync 3.5 software will be used to synchronize the handheld devices as ramp clerks send and view data through an Ethernet cradle. The intranet site's interface, designed by Ciber Inc (Englewood, CA), will follow the same format as the paper form.

TEXT:

Scanners **help** ramp clerks save time, get rid of paper and let service streamline monitoring process

BY DREW ROBB
Special to GCN

The Postal Service will roll out its handheld, synchronized data collection units nationally by the end of the fiscal year to monitor air carriers' performance and track mail, officials said.

Until recently, the monitoring system was paper-based. Ramp clerks armed with clipboards, paper and pens manually noted mail flow and carrier performance information. These paper forms were reviewed, summarized on another form, copied and sent to a regional office. There they were again reviewed and consolidated, copied once more and forwarded to headquarters, where reports were tallied to judge carrier performance.

"This was a miserable, time-consuming process," said Clayton Bonnell,

manager of international operations, systems and support for USPS.

Bonnell said the paper process did not give USPS centralized, accurate and timely information, hurting **customer** service and **vendor** performance analysis.

Giving handheld scanners to ramp clerks lets USPS leverage its existing technological infrastructure, remove paper and streamline the monitoring process.
The scanners run the Palm operating system from Palm Inc. of Santa Clara, Calif. The scanners are housed in ruggedized SPT 1740 handheld devices from Symbol Technologies Inc. of Holtsville, N.Y.

photo omitted

Clerks now follow screen prompts that ask specific questions to evaluate **vendor** performance: which airline, type and volume of mail, and mail destination. Drop-down menus speed data entry.

Ciber Inc. of Englewood Calif. designed the intranet site's interface to follow the same format as the paper form, said Kevin Norris, Ciber project manager.

At the end of the day, ScoutSync 3.5 from Aether Software of Vienna, Va., lets ramp clerks synchronize their handheld devices as they send and view information through an Ethernet cradle, Norris said.

Each shift's entries are uploaded via the service's WAN to a centralized Oracle8i database, USPS' standard relational database. The Postal Service switched to Oracle from Microsoft SQL Server 7.0 when it decided to expand the system to domestic airports, Norris said.

"Being able to code in C++ and then compile it in the Palm native language is also great, as we have a lot of C++ programmers," Bonnell said. "But the ability to sync easily is probably the biggest advantage."

Bonnell said the technology has boosted morale because ramp clerks no longer waste time on tedious administrative tasks. He estimated that the time saved on data entry in me first month alone paid for each **device** .

Ramp clerks can also personalize the handhelds with their schedules and phone numbers.

"By allowing them to personalize the devices to some degree, we think they'll take better care of them and will naturally become more comfortable with using the **device** ," Bonnell said.

In November, USPS deployed the units at international airports in Atlanta, Chicago, Dallas, Los Angeles, Miami, New York, Pittsburgh, San Francisco, Seattle and Washington.

The service will begin using the devices at 80 domestic airports between July and August.

USPS requires its offices to use their own budgets to buy the devices.

"Too many times, when headquarters buys something and sends it out, it sits in a box or doesn't get properly utilized," Bonnell said. "When the local sites make the purchase, they have an investment and they really want to see it work."

What's next?

Once the Palm handheld deployment is complete, USPS has big plans for its

network.

Existing scanners have built-in radio frequency capabilities to add wireless data transmission. That function will be added within two years, Bonnell said.

Meanwhile, airline carriers will be connected to the system to **help** them predict delays. "Often, the carrier's home office doesn't even know there's a problem with a field office until we are at our wit's end trying to fix it," Bonnell said. "We want the carriers to know what's going on at all times."

Another feature soon to be added to the Palm devices is the ability to download information such as which flights have mail and which flights are considered most critical.

"We expect the system to pay for itself within 12 months," Bonnell said. GCN staff writer Shruti Date contributed to this report.

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Company Names: AETHER SOFTWARE (AETHER SYSTEMS INC); CIBER INC; PALM INC; SYMBOL TECHNOLOGIES INC
Industry Names: Network hardware and software; Software
Product Names: National postal service (430000); Operating systems software packages (737221); Communications software packages, except networking (737251); Computer integrated systems design (737300)
Concept Terms: All company; All **product** and service information; Orders; **Product** introduction
Geographic Names: North America (NOAX); United States (USA)

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Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)
Records for: *(PRODUCT OR DEVICE OR COMMODITY)*
save as alert... save strategy only...

Output | Format: Full Record | Output as: Browser | display / send
Modify | refine search | back to picklist
select all none

Records 41 of 603 In full Format

41. **5/9/41 (Item 41 from file: 9)**
02818499 02457907 **(THIS IS THE FULLTEXT)**

Brightware Moves Into New Customer -Service Territory -- E-MAIL-MANAGEMENT VENDOR 'S SOFTWARE PROVIDES CUSTOMER SELF-SERVICE AND ONLINE CHATS

(Brightware is introducing Brightware 2000 software, which includes self-service and live chat features; new software will help customers without leaving their Web sites)

Information Week , p 34
May 29, 2000
Document Type: Journal **ISSN:** 8750-6874 (United States)
Language: English **Record Type:** Fulltext
Word Count: 236

TEXT:

By: JEFF SWEAT

Brightware Inc. moves beyond E-mail response management this week with Brightware 2000, a new release of its software that includes self-service and live chat features.

Brightware, which competes with electronic **customer** -relationship management companies such as Kana Communications Inc. and eGain Communications Inc., significantly expands its **customer** -service offering with the new release.

The company had previously focused on E-mail, but Brightware 2000 will let businesses assist customers without leaving their Web sites.

The centerpiece of the **product** is Brightware Concierge, a **customer** 's entry point to a business on the Web. Concierge provides a place for customers to enter questions, then it automatically answers them or fields them to a live representative. Concierge can also walk customers through the buying process with its eRecommend and eAdvise software.

Concierge should **help** customers find answers more quickly, says Vince Gordon, VP of operations for SkyDesk Inc. The San Diego company, which provides online storage for businesses and consumers, is testing Brightware 2000 and will deploy Concierge in a few weeks.

With Brightware's E-mail **product** alone, Gordon says, **customer** -service reps had to paste hyperlinks of Web-page answers into E-mails in response to questions. Brightware 2000 lets them push Web pages directly to the

customer . The **product** can also perform automated or assisted chats through Brightware Converse, which Skydesk will implement next.

"It cuts out another level of **interaction** between the **customer** and a care desk," Gordon says-leading to faster responses and lower costs.

http://www.iweek.com/

May 29, 2000

Copyright 2000 CMP Publications, Inc.

Company Names: BRIGHTWARE INC
Industry Names: Applications software; Network hardware and software; Software
Product Names: Communications software packages, except networking (737251); Business software packages NEC (737275)
Concept Terms: All **product** and service information; **Product** introduction
Geographic Names: North America (NOAX); United States (USA)

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DIALOGWEB.

Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: *(PRODUCT OR DEVICE OR COMMODITY)*

save as alert... | save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display / send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

select all | none

Records 41-50 of 603 Previous 10 | Next 10 **Price**

41. Brightware Moves Into New **Customer** -Service Territory -- E-MAIL-MANAGEMENT **VENDOR** 'S SOFTWARE PROVIDES **CUSTOMER** SELF-SERVICE AND ONLINE CHATS, May 29, 2000, Business & Industry(R) (File 9) $3.20

42. UPS INDUSTRY TAPS INTO COMMS, May 29, 2000, Business & Industry(R) (File 9) $3.20

43. A-Quaint Tech WAPs up with 3 tieups, June 02, 2000, Business & Industry(R) (File 9) $3.20

44. SECURITY STRATEGIES -- A WELCOME INTRUSION -- Network managers are taking a dvantage of the move by security companies to pack intrusion detection into a suite of managed services, May 29, 2000, Business & Industry(R) (File 9) $3.20

45. Vendors Make Content Faster And Smarter, May 29, 2000, Business & Industry(R) (File 9) $3.20

46. Mergers Advance B-To-B Integration -- WebMethods-Active Software, Vignette-OnDisplay deals expected to smooth e-biz processes, May 29, 2000, Business & Industry(R) (File 9) $3.20

47. Enablers, beneficiaries and bursting bubbles, April 2000, Business & Industry(R) (File 9) $3.20

48. Allstate Gets Direct Sales Under Way, May 15, 2000, Business & Industry(R) (File 9) $3.20

49. Computer Program Helps Cut Costs and Avoid Waste, May 15, 2000, Business & Industry(R) (File 9) $3.20

50. OBI seeks even path amid tangled Web -- Strives to achieve standards for b2 b Internet procurement, May 29, 2000, Business & Industry(R) (File 9) $3.20

select all | none

Records 41-50 of 603 Previous 10 | Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display / send

Modify | sorted by: Unsorted | sort | remove duplicates | refine search

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DIALOGWEB.

Guided Search | new search | favorites | settings | cost | logoff | help

Top :

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Search History save as alert... save strategy only...

Select	Set Searched for	In	Records	
O	S1 (SELLER OR VENDOR)	All subject words	539826	
O	S2 unique items	All subject words	4938	
O	S3 (QUESTIONAIRE OR SURVEY OR INTERACTION OR HELP) Combined with set 2	All subject words	1340	
O	S4 (CLIENT OR CUSTOMER OR USER) Combined with set 3	All subject words	764	
O	S5 (PRODUCT OR DEVICE OR COMMODITY) Combined with set 4	All subject words	603	E. Banned Htlm
O	S6 ((SELLER OR VENDER) NEAR3 (QUESTIONAIRE OR SURVEY OR INTERACTION OR HELP)) Combined with set 5	All subject words	0	
O	S7 ((SELLER OR VENDOR) NEAR5 (QUESTIONAIRE OR SURVEY OR INTERACTION OR HELP)) Combined with set 5	All subject words	0	
O	S8 ((CLIENT OR CUSTOMER OR USER) NEAR5 (QUESTION? OR SURVEY OR INTERACT? OR HELP)) Combined with set 6	All subject words	0	
O	S9 ((CLIENT OR CUSTOMER OR USER) NEAR5 (QUESTION? OR SURVEY OR INTERACT? OR HELP)) Combined with set 5	All subject words	0	
O	S10((CLIENT OR CUSTOMER OR USER) NEAR5 (QUESTION? OR SURVEY OR INTERACT? OR HELP)) Combined with set 8	All subject words	0	
O	S11ABELOW Combined with set 10	All subject words	0	
O	S12ABELOW Combined with set 5	All subject words	0	
O	S13ABELOW Combined with set 2	All subject words	0	
◉	S14[illegible]	All subject	39	considered ok

S4 TARGET - S3	All subject words	39

See last 5 sets | show picklist...

Search Form

run saved strategy

Search for

In All subject words

Within selected search history set

clear | search >>

Database List

Database Name	Database Name
Business & Industry(TM) (File 9)	Gale Group New Product Announcements/Plus® (File 621)
ABI/INFORM® (File 15)	Business Wire (1986-Feb 1999) (File 810)
Gale Group PROMT® (1990 - present) (File 16)	PR Newswire (1987-Apr 1999) (File 813)
Gale Group Trade & Industry Database(TM) (File 148)	

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DIALOGWEB

Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: *(PRODUCT OR DEVICE OR COMMODITY)* Save as alert... Save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

select all none **Records 1-10 of 39** Next 10 **Price**

1. Fleming Widens Door to Partners With New Portal, May 22, 2000, Business & Industry(R) (File 9) $3.20
2. Pivotal Buys Analytical **Vendor**, June 05, 2000, Business & Industry(R) (File 9) $3.20
3. Personal Portals Make Up A Whole New Woman -- Avon supplies Web tools to it s independent sales reps to strengthen customer bonds, June 12, 2000, Business & Industry(R) (File 9) $3.20
4. Age Of Multiple Net-access Devices Is Coming - Report, June 06, 2000, Business & Industry(R) (File 9) $3.20
5. Transmission system visualisation and the bottom line, May 2000, Business & Industry(R) (File 9) $3.20
6. Reconstructing Oneself -- SAP Pieces together solutions for the New Economy as mySAP.com fails to mirror success of R/3's heyday, June 12, 2000, Business & Industry(R) (File 9) $3.20
7. Janna Rolls Out Updated CRM Package -- ENTERPRISE SUITE 2001 WILL ALLOW BRO KERS AND CUSTOMERS TO COMMUNICATE MORE EASILY, June 12, 2000, Business & Industry(R) (File 9) $3.20
8. Excess Access, March 2000, Business & Industry(R) (File 9) $3.20
9. Business-to-business e-commerce is redefining distribution channels, May 2000, Business & Industry(R) (File 9) $3.20
10. QuickLogic picks MIPS, PixelFusion opts for ARC, June 19, 2000, Business & Industry(R) (File 9) $3.20

select all none **Records 1-10 of 39** Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

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Guided Search | new search | favorites | settings | cost | logoff | help

Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: ***(PRODUCT OR DEVICE OR COMMODITY)***

save as alert... | save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

select all | none

Records 11-20 of 39 Previous 10 | Next 10 **Price**

11. The Rockford File, May 22, 2000, Business & Industry(R) (File 9) $3.20

12. Process transition, multicore design and shift to Rambus could determine th e winners -- Network processors race toward 10-gigabit goal, June 19, 2000, Business & Industry(R) (File 9) $3.20

13. Keys to the Kingdom -- As customer relations move to the Web, market leader Siebel battles to keep its throne, June 12, 2000, Business & Industry(R) (File 9) $3.20

14. HBC's Potential Untapped, June 2000, Business & Industry(R) (File 9) $3.20

15. Take It Back: Reverse Supply Chain Companies Meet Demand, June 05, 2000, Business & Industry(R) (File 9) $3.20

16. Strategic moves boost UPS market, June 05, 2000, Business & Industry(R) (File 9) $3.20

17. Novell Reorganizes After Poor Second Quarter, May 29, 2000, Business & Industry(R) (File 9) $3.20

18. Nash Finch's New Outlook, June 19, 2000, Business & Industry(R) (File 9) $3.20

19. WD to plant SageTree as a separate entity -- Subsidiary to refine disk-driv e maker's budding SCM solution, June 19, 2000, Business & Industry(R) (File 9) $3.20

20. Take Off On Tech - Part 2 of 2, June 05, 2000, Business & Industry(R) (File 9) $3.20

select all | none

Records 11-20 of 39 Previous 10 | Next 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

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Picklist for: ***(PRODUCT OR DEVICE OR COMMODITY)***

save as alert... | save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

select all none **Records 21-30 of 39** Previous 10 | Next 9 **Price**

21. A Wish for Fish, June 12, 2000, Business & Industry(R) (File 9) $3.20

22. Dataquest halves EDA market growth forecast, June 12, 2000, Business & Industry(R) (File 9) $3.20

23. 5Nines NT Gets Faster, June 05, 2000, Business & Industry(R) (File 9) $3.20

24. Cisco Melds Acquisitions into "Pure" Software Group, May 29, 2000, Business & Industry(R) (File 9) $3.20

25. Asset Mgm't **Vendor** Expands Into E-Procurement, June 19, 2000, Business & Industry(R) (File 9) $3.20

26. USPS rolls out handheld data collection system, May 08, 2000, Business & Industry(R) (File 9) $3.20

27. New Marsh Service Keeps Ins. 'InMind', May 29, 2000, Business & Industry(R) (File 9) $3.20

28. Tivoli And BMC Launch New Offerings For ASPs -- VENDORS ALSO ENHANCE STORAG E AND SAP MANAGEMENT CAPABILITIES, May 29, 2000, Business & Industry(R) (File 9) $3.20

29. Stayin' Alive, June 12, 2000, Business & Industry(R) (File 9) $3.20

30. Security Portal Aims To Deter Enterprise Breaches -- ESECURITYONLINE.COM FR OM ERNST & YOUNG HELPS COMPANIES FIND VULNERABILITIES, June 12, 2000, Business & Industry(R) (File 9) $3.20

select all none **Records 21-30 of 39** Previous 10 | Next 9 **Price**

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

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Dynamic Search: Business & Industry(TM), ABI/INFORM®, Gale Group PROMT® (1990 - present), Gale Group Trade & Industry Database(TM), Gale Group New Product Announcements/Plus®, Business Wire (1986-Feb 1999), PR Newswire (1987-Apr 1999)

Picklist for: ***(PRODUCT OR DEVICE OR COMMODITY)***

save as alert... | save strategy only...

Output | show rates... | format: Full Record | destination: Browser | display/send

Modify | sorted by: Relevance | sort | remove duplicates | refine search

select all none

Records 31-39 of 39 Previous 10 **Price**

☐ 31.	Web site takes the lead in delivering standards for tool interoperability - - EDA users rally for open source, June 12, 2000, Business & Industry(R) (File 9)	$3.20
☐ 32.	Take Off On Tech - Part 1 of 2, June 05, 2000, Business & Industry(R) (File 9)	$3.20
☐ 33.	Barbed Wireless, June 05, 2000, Business & Industry(R) (File 9)	$3.20
☐ 34.	Wells-eBay Partnership Tackles Online Checks, June 09, 2000, Business & Industry(R) (File 9)	$3.20
☐ 35.	EXCHANGES GO PRIVATE -- GIANTS KEEP SOME DEALS CLOSE TO VEST, June 19, 2000, Business & Industry(R) (File 9)	$3.20
☐ 36.	OR 199-02 Andale Broadens Auction Management Services, May 29, 2000, Business & Industry(R) (File 9)	$3.20
☐ 37.	UPSTARTS & START-UPS: EpicRealm Inc. -- Developer declares war on prolonged waiting times, June 12, 2000, Business & Industry(R) (File 9)	$3.20
☐ 38.	Powertel Keeps It In-house, June 12, 2000, Business & Industry(R) (File 9)	$3.20
☐ 39.	TopTier Update To Let Users Build Links To Custom Apps -- UPGRADED PORTAL W ILL **HELP** CREATE CONSOLIDATED VIEWS OF DATA FROM MULTIPLE SOURCES, June 12, 2000, Business & Industry(R) (File 9)	$3.20

select all none

Records 31-39 of 39 Previous 10 **Price**

Output | show rates... | format: Full Record | destination: Browser | display/send

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